FIGURE 1

FIGURE 2

FIGURE 3

~70

```
┌─────────────────────────────────────────┐
│        CALL HOLD QUEUE - MODEMS          │
├─────────────────────────────────────────┤
│                                          │
│  PLEASE SELECT ONE OF THE FOLLOWING      │
│  OPTIONS:                                │
│                                          │
│  1 - FREQUENTLY ASKED QUESTIONS ABOUT    │
│  MODEMS   [help / faq / modems           │
│                                          │
│  2 - DIRECTIONS FOR TESTING A MODEM      │
│     → OPTIONS FOR TYPES OF MODEMS        │
└─────────────────────────────────────────┘
```
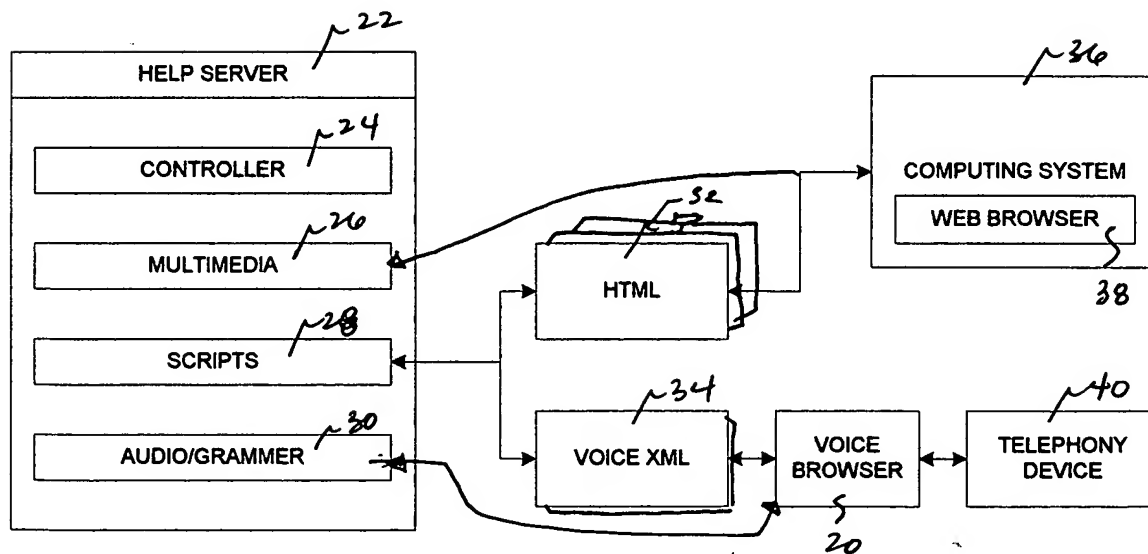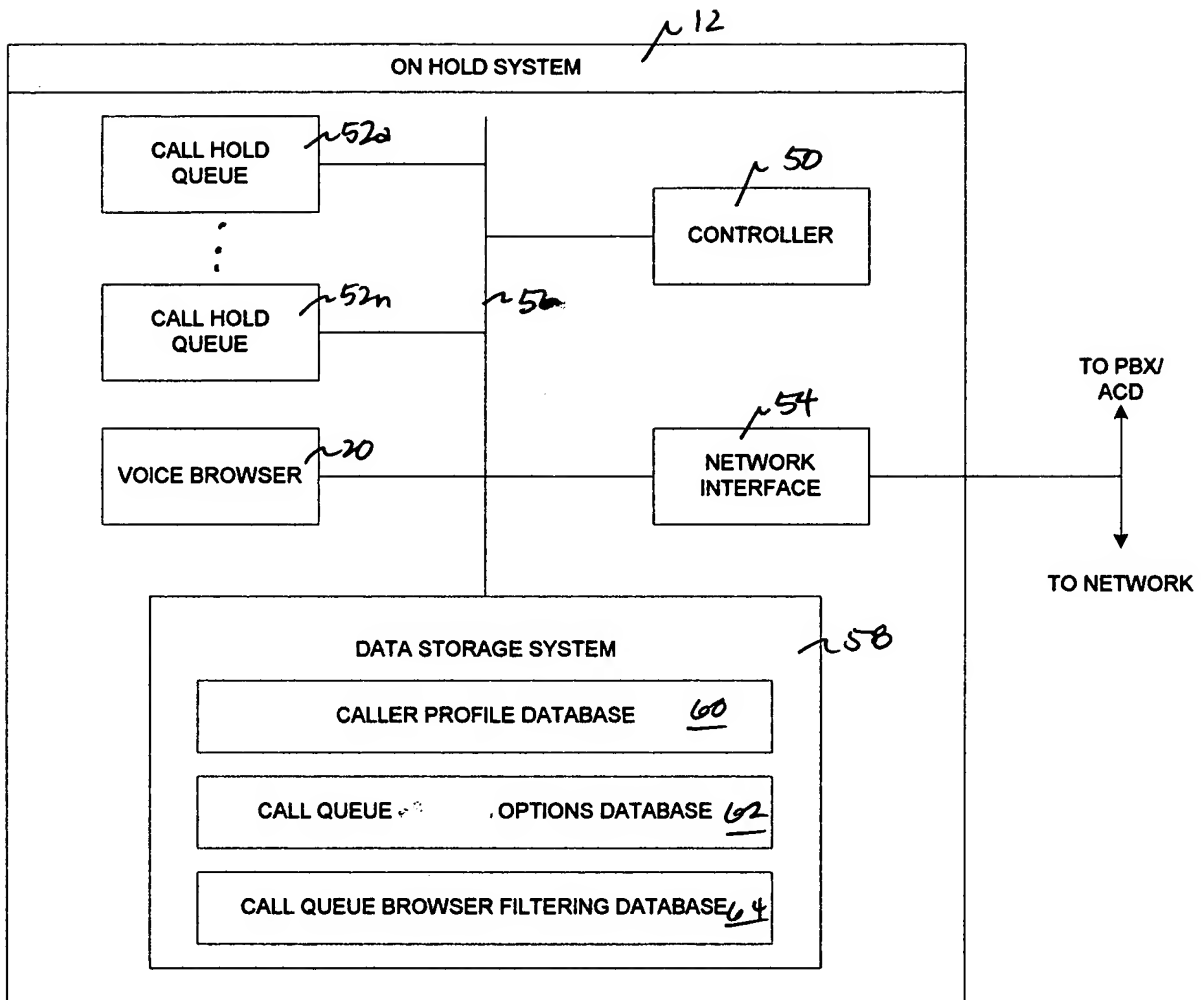
~72

```
┌─────────────────────────────────────────┐
│        CALL HOLD QUEUE - NETWORK         │
├─────────────────────────────────────────┤
│                                          │
│  PLEASE SELECT ONE OF THE FOLLOWING      │
│  OPTIONS:                                │
│                                          │
│  1 - FREQUENTLY ASKED QUESTIONS ABOUT    │
│  NETWORKS   [help / faq / networks]      │
│                                          │
│  2 - DIRECTIONS FOR CONNECTING TO A      │
│  NETWORK   [help / directins / networks] │
│                                          │
│  3 - TIPS FOR SPEEDING UP A NETWORK      │
│  CONNECTION   [help / speed / networks]  │
└─────────────────────────────────────────┘
```
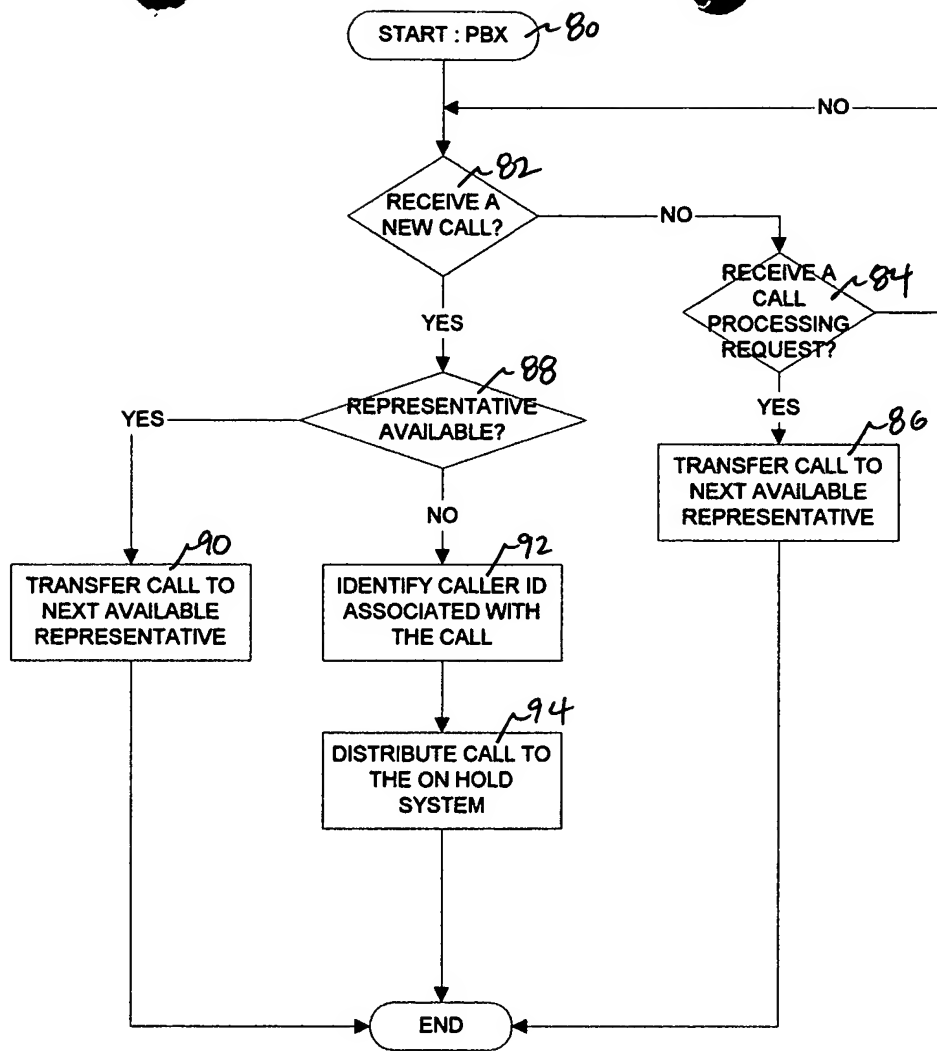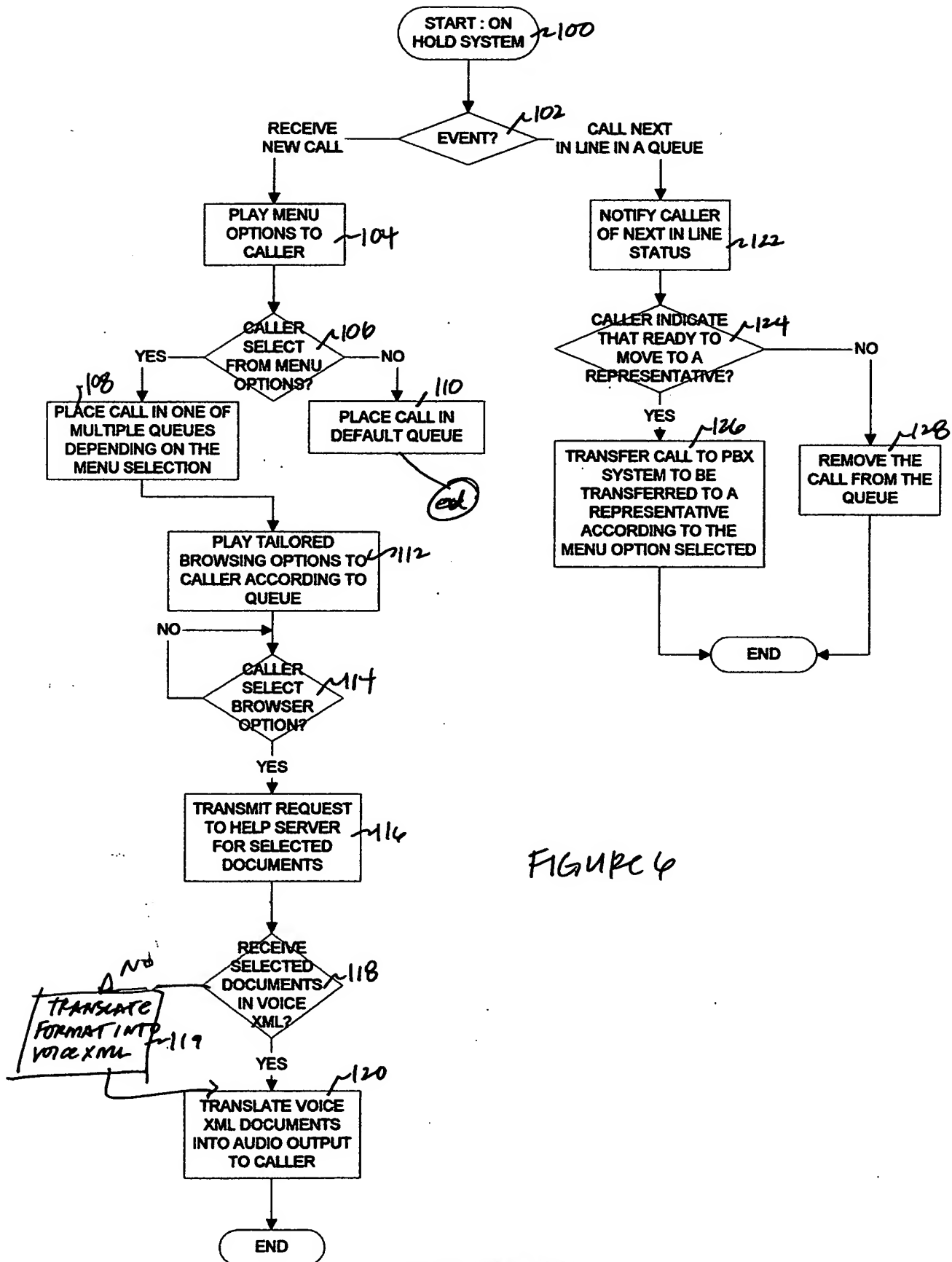
FIGURE 4

FIGURE 5

START : ON HOLD SYSTEM ~100

RECEIVE NEW CALL

EVENT? ~102

CALL NEXT IN LINE IN A QUEUE

PLAY MENU OPTIONS TO CALLER ~104

NOTIFY CALLER OF NEXT IN LINE STATUS ~122

CALLER SELECT FROM MENU OPTIONS? ~106

YES

NO

PLACE CALL IN ONE OF MULTIPLE QUEUES DEPENDING ON THE MENU SELECTION ~108

PLACE CALL IN DEFAULT QUEUE ~110

end

CALLER INDICATE THAT READY TO MOVE TO A REPRESENTATIVE? ~124

NO

YES

TRANSFER CALL TO PBX SYSTEM TO BE TRANSFERRED TO A REPRESENTATIVE ACCORDING TO THE MENU OPTION SELECTED ~126

REMOVE THE CALL FROM THE QUEUE ~128

END

PLAY TAILORED BROWSING OPTIONS TO CALLER ACCORDING TO QUEUE ~112

NO

CALLER SELECT BROWSER OPTION? ~114

YES

TRANSMIT REQUEST TO HELP SERVER FOR SELECTED DOCUMENTS ~116

FIGURE 4

RECEIVE SELECTED DOCUMENTS IN VOICE XML? ~118

NO

TRANSLATE FORMAT INTO VOICE XML ~119

YES

TRANSLATE VOICE XML DOCUMENTS INTO AUDIO OUTPUT TO CALLER ~120

END

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